KONICA MINOLTA

SSD SUPPORT SOLUTIONS

Di520 - ALL ACTIVE SOLUTIONS

October 2006

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Solution ID TAUS0629872EN00 **Solution Usage** 1

Description
What controller type setting is required for installation of a Pi6200 or Pi6000?

Solution
It needs to be set to 0. The ECC option (PWB-W) must also be installed on the Di520.

Solution ID TAUS0646417EN00 **Solution Usage** 1

Description
C-0210.

Solution
PROBABLE CAUSES:
1. Incorrectly installed transfer/separator corona assembly. Re-install properly. (See page T-51 of the Di620 Field Service Manual.
2. Dirty or failed corona wires. Clean or replace the wires. (See page T-51 of the Di620 Field Service Manual.
3. Failure of PWB-A. Replace PWB-A. (See page T-51 of the Di620 Field Service Manual.
4. Failure of HV2. Replace HV2. (See page T-51 of the Di620 Field Service Manual.
5. Damaged coronal terminals or blocks. Replace the front & rear corona terminals/covers and rear terminal block.

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Solution ID TAUS0626642EN00 **Solution Usage** 0

Description
C-14F2 indicated when making copies off the glass. Problem is not present when making copies from the document feeder.

Solution
CAUSE: A white background (i.e., paper) is attached to/completely covering the EDH1 platen cover. Original cover is yellow and is needed for size detection.

SOLUTION: If it is missing, damaged, dirty, or blocked, replace it before doing any other service. If problem continues, make sure that the solenoid is raising the filter glass between size detection. If not, check the continuity of the solenoid and replace if needed.
Note: If the filter operation and harness are okay, change PWB-IB or PWBIC.

Solution ID TAUS0628373EN00 **Solution Usage** 0

Description
Paper is jamming at the sync roller.

Solution
CAUSE: There is the possibility of the mounting screw that secures the joint drive gear to the synchronizing motor (M5) becoming loose and falling to the bottom of the copier. The loss of the screw causes the joint drive gear not to rotate, which in turn causes a paper jam at the registration roller. In addition to jamming, a registration issue may be generated if the screw becomes loose, rather than completely becoming dislodged.

SOLUTION: Reinstall the screw and apply a locking agent such as *Loctite to the screw threads. Use a non-permanent locking agent in case parts require replacement. Please refer to bulletin 3224 for an illustration and additional details.

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Solution ID TAUS0630190EN00 **Solution Usage** 0

Description
What is the part number of the female end of the fuser plug? It is illustrated in figure 4 of the Parts Manual, but a part number is not shown.

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Solution
Its part number is listed in the Parts Manual, figure 37 (Electrical Components II), index 21. The part number is 1155-6815-02.

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Solution ID TAUS0630454EN00 **Solution Usage** 0

Description
I'm getting a 1441 code approximately 3 seconds after power on.

Solution
Cause: This code usually indicates a problem with the original glass.

Solution: Please make sure that the original glass is installed correctly. If the original glass is positioned correctly, check for extraneous light and check the position of the CCD unit and mirrors. If they are OK, the code could be a result of a problem with PWB-IA or PWB-IB.

Solution ID TAUS0630804EN00 **Solution Usage** 0

Description
Frequent jamming in EDH-1 (the Di520/Di620 document feeder).

Solution
CAUSE: Because of the lack of separation, feeding rough surfaced documents, curled documents thin/thick documents and small/large sized documents (documents outside machine specifications), multi-feeding may occur.

SOLUTION: To correct this, a separator pad has been made available as a field replacement part to improve separation performance for the EDH-1. Please see bulletin 2580 for details.

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Solution ID TAUS0631683EN00 **Solution Usage** 0

Description
C-0F33 code. The steps in the Troubleshooting section of the manual do not resolve the problem.

Solution
Check to make sure that the ATDC value noted after running F8 was entered as the "set" value in the Adjust Mode. If the ATDC "set" value was correct, check the connections between the PWB-A and the ATDC.
To check the ATDC "set" value follow the procedure below:
1. Enter the Tech Rep. mode.
2. Press the stop key and then the start key
3. Select printer.
4. Select ATDC reference value. The current value should be close to 5V and the set value should be the same voltage setting as the current. If the value is found to be at "0V" the ATDC setting was not set properly when new developer was installed.
Note: When installing new developer, make sure that the toner hopper and sub hopper are empty. If not, extra toner may be added at the time the ATDC reference value is set (during F8 process). This will cause light copies.

Please see page T-74 of the [[Di520/620 troubleshooting manual| | URL http://techweb.konicabt.com/tpm/mfiles/SvcFieldDi450550.zip]] for additional details.
For the Di450/550, please see page T-66 of the [[Field Service Manual| | URL http://techweb.konicabt.com/tpm/mfiles/Trouble.pdf]].

Solution ID TAUS0631781EN00 **Solution Usage** 0

Description
After replenishing the staples on an FN3, the add staple indication never clears. Even after powering off the copier the add staple indication is still displayed.

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Solution
Check that the copier enters pre-drive.

Check that the rear cover engages the rear photo sensor.

Also, check that the magnet attached to the front main door is intact, and attached to the front cover. Check for operation of the front door and rear door sensors for proper operation.

Solution ID TAUS0631783EN00 **Solution Usage** 0

Description
The exposure lamp on the copier seems dim. The copier produces very dark copies. However, there aren't any error messages displayed. The exposure lamp, heater, and exposure control board have been replaced without correcting the problem.

Solution
CAUSE: Oxidation on the exposure lamp terminals.

SOLUTION: Check the exposure lamp terminals. Replace the lamp terminals if the connection is found to be corroded or oxidized. The part number is: 1155-6513-02.

Solution ID TAUS0631785EN00 **Solution Usage** 0

Description
The "Add Toner" indication keeps being displayed even though toner has been replaced. Also, it seems that none of the toner motors will turn.

Solution
CAUSE: No pre-drive.

SOLUTION: Check the pre-drive sensors and interlock switches for proper operation. (One switch is at the rear of the copier and is a photo type switch, the second is a magnet reed switch located on the front door.) Enter the tech rep mode and select the I/O check mode. Go to sensor menu 5 and verify that the pre-drive OFF (F) and pre-drive (R) are displaying "1". If not, check or replace the pre-drive sensor.

Solution ID TAUS0631788EN00 **Solution Usage** 0

Description
Code C-1038 is displayed.

Solution
CAUSE:
Code C-1038 indicates an internal communication error. This is often caused by damaged or incorrectly connected fiber optic cables.

SOLUTION:
Check and replace cables to PWB-B, as necessary.

Solution ID TAUS0631790EN00 **Solution Usage** 0

Description
How to troubleshoot C-1039 errors.

Solution
Perform the following:
1. Check connector CN39 located on the right side of the copier, just above the PWB-B. The connector is white, box shaped, and has 9 pins located on the frame of the copier. Please see your service manual for the location of this connector. Make sure CN-39 is plugged in properly.
2. Check the red wire of CN39 for 24 VDC. If no voltage is present check for 24 VDC at PU-1. Please use your schematic diagram for the proper pin outs to check. Replace PU-1 if no 24 VDC is present. If 24 VDC is present and the service code can not be cleared replace PWB-IC (SCB Control).

It is also possible that PWB-IB board needs to be replaced.

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Solution ID TAUS0631792EN00 **Solution Usage** 0

Description
C1330 error codes occur when making two-sided copies 4 into 1.

Solution
Cause: The firmware has not been upgraded.

Solution: Upgrade the firmware to the current version to correct this issue. See Service Bulletin 2617C for information on the correction of this problem. The lastest firmware is attached to Bulletin 2617D

Solution ID TAUS0631794EN00 **Solution Usage** 0

Description
C143E codes occur when using the EDH-1. Problem is very intermittent and seems to happen when very large jobs are made.

Solution
CAUSE: Incorrect firmware version.

SOLUTION: It is recommended that the firmware in the copier be upgraded. See Service Bulletin 2617b for further details. The EPROM versions should be upgraded to those indicated in
Service Bulletin 2617d .

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Solution ID TAUS0631796EN00 **Solution Usage** 0

Description
What does maintenance counter M4 indicate?

Solution
Maintenance counter M4 is not supported for the North American marketing area. Confirm that the current ROMs are installed, and the proper marketing area is set. MC is the proper marketing area for the United States and Canada. See Service Bulletin 2617D for the current firmware for this copier.
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Solution ID TAUS0631798EN00 **Solution Usage** 0

Description
The wrong parts are received when ordered from the EDH-1 parts manual .

Solution
Many parts have been changed in the EDH-1. Rollers, guide plates and mylars have been all been changed. See service bulletin 2579 for a complete list of changes.
Link

Solution ID TAUS0631799EN00 **Solution Usage** 0

Description
A C0500 error message is displayed on power up. C-0510 and C-0550 are also displayed sometimes.

Solution
PROBABLE CAUSES:

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1. Failure of upper fuser lamp. Replace the upper fuser lamp.
2. Failure of thermistor. Replace the thermistor.
3. Failure of thermal fuse. Replace the thermal fuse.
4. Failure of PWB-A. Replace PWB-A.
5. Poor connection. Open the front door and slide out the fuser section. Check CN4 at the rear inside of the copier. CN4 is the connector that the fuser section plugs into when the transport section is slid into position. Check for any paper that may have been lodged inside connector preventing proper contact. Please refer to page T-56 of the service manual for additional details.
6. If the code is appearing intermittently, the problem might be caused by oxidation in the front door interlocks. Please refer to bulletin 3180 for details.

Notes:
1. To reset all fuser malfunctions, the trouble reset switch must be pressed on the PWB-S located in the front of the copier. (Opening and closing the front door will not clear this problem.) See page T-29 in the Service Manual for information on clearing this, and other malfunctions.

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Solution ID TAUS0631801EN00 **Solution Usage** 0

Description
C0600 and C0650 codes that cannot be cleared.

Solution
CAUSE: Improperly positioned scanner cables.
Note: The PWB-IC board and PWB-IB board had been replaced as per the Troubleshooting Manual, with no change.

SOLUTION: Replace the scanner cables and drive pulley as outlined in Bulletin 3045 . These cables have been enhanced to eliminate twisting which causes the cables to be improperly positioned.
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Solution ID TAUS0631810EN00 **Solution Usage** 0

Description
Where can I find the part number for the hard drive for the Di520 copier? It is not listed in the parts manual.

Solution
The hard drive part number is 1155-6054-01. The hard drive is part of an optional kit for this copier.Refer to Bulletin 2513 for a detailed listing of the individual parts of the kit.
Link

Solution ID TAUS0631812EN00 **Solution Usage** 0

Description
Part number of the main hopper holder.

Solution
The part number for the holder is 1161-5267-02. See bulletin 2796 .

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Solution ID TAUS0631814EN00 **Solution Usage** 0

Description
Why do I keep getting lines on my copies going from the lead edge to the trail edge of the copies when using the EDH-1?

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Solution

This problem is generally caused by contamination on the width glass. We recommend installing a new glass, part number 1155-1602-03. The new glass has a coating that resists contamination. Please see bulletin 2982 for information about the replacement width glass.

Solution ID TAUS0631821EN00 **Solution Usage** 0

Description

Intermittent C-11E4 errors. The code can be cleared but intermittently comes back.

Solution

CAUSE: This service code is the result of a memory sequencing error on PWB-B.

SOLUTION: Check the connectors on PWB-B.

Note: This issue has been related to an earlier version of installed firmware on the copier.

Solution ID TAUS0631823EN00 **Solution Usage** 0

Description

A C600 is displayed on power up. The code can be cleared, but returns as soon as pre-scan occurs. C-0650 can also be displayed.

Solution

CAUSE: Poor connections at PWB-IC, defective PWB-IC.

SOLUTION: Try moving the scanner away from home position and confirm that scanner motor M31 begins to scan. If the scanner does not move, first check all connections, and if ok, then replace PWB-IC.

Please also check Bulletin 3045 for details on a change to the scanner cable and pulley to prevent problems caused by frayed scanner cables, including C-0600 and C-0650.

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Solution ID TAUS0631841EN00 **Solution Usage** 0

Description

Error codes C-920 or C-910 are encountered only when paper runs out in a particular drawer.

Solution

Check the firmware. Using firmware for machines with push button drawers in certain models will cause this. Please also refer to the Troubleshooting Manual and Bulletin 2617d for other possible causes.

Solution ID TAUS0631843EN00 **Solution Usage** 0

Description

How to clear an M-6 (M6) code.

Solution

M-6 indicates that the exposure lamp needs adjustment or replacement. To clear the code, perform the following:
1. Enter the Tech Rep mode.
2. Enter I.R. & EDH Check.
3. Then go to Function I.R.
4. Run the Exp. Lamp Check.
5. Then run the Address Adjust.

If the code persists, change the exposure lamp. Please see bulletin 2584 .

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Solution ID TAUS0632076EN00 **Solution Usage** 0

Description
The PWB-B is too small to fit on the mounting points in the copier. In addition, some of the connectors are the wrong size.

Solution
CAUSE: The PWB-B has been changed to add accelerated capabilities to the copier. Machines with pull-out paper drawers are already accelerated.

SOLUTION: See Service Bulletin 2760 for complete details on changes made to the Parts Manual.
Notes:
1. Machines with accelerated boards and those with non-accelerated boards require different firmware.
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Solution ID TAUS0632078EN00 **Solution Usage** 0

Description
Half or blank copies are being reproduced when making copies from the EDH1.

Solution
CAUSE: This problem may be caused by two issues: The first is the ROM version in the copier not being the proper level. Please see Bulletin 2617d for the latest firmware. The second cause is dirty paper feed sensors in the EDH-1.

SOLUTION: Upgrade firmware version to the latest level. Clean all sensors in the EDH.

Solution ID TAUS0632570EN00 **Solution Usage** 0

Description
Jobs do not print without pressing the print key.

Solution
CAUSE: Firmware problem.

SOLUTION: The permanent solution is to upgrade the copier with the latest firmware. The temporary solution is to replace the staple cartridge. Please see bulletin 2617D for additional information.

Solution ID TAUS0632711EN00 **Solution Usage** 0

Description
Trail edge void, especially when printing from a controller or when making copies from originals that have large areas of heavy fill near the trail edge of the originals.

Solution
CAUSE: The trail edges of the copy may not be positioned properly against the drum. This causes a slight void area in the image, approximately 15mm from the trail edge.

SOLUTION: Due to this tolerance difference, spacers that are positioned at the end of the Pre-Transfer Guide Plate are being used. Please refer to bulletin 2502 .

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Solution ID TAUS0632907EN00 **Solution Usage** 0

Description
Intermittent communication error codes C-10xx or C-11xx.

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Solution

CAUSE: PWB-B problem(s).

SOLUTION: Please check the following:
1. All connectors to PWB-B.
2. Verify firmware is correct. Refer to bulletins 2617d or 2379c .
3. Run the memory tests in Tech Rep Mode/Function (pages S-26 and S-27 of Service Manual .

Notes:
a. C-1038 usually indicates a problem with the fiber optic cables and/or connections. C-1039 sometimes indicates a problem with PWB-IB.
b. Reset the malfunction and then power OFF/ON. If necessary, replace PWB-B. The PWB-B has been changed to add accelerated capabilities to the copier. Machines with pull-out paper drawers are already accelerated.
c. See Service Bulletin 2760 for complete details on changes made to the Parts Manual.
d. Machines with accelerated boards and those with non-accelerated boards require different firmware.
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Solution ID TAUS0633611EN00 **Solution Usage** 0

Description

C1271 and C12A8 service codes are displayed. The service manual indicates a defective PWB-B when experiencing 12xx codes. Replacing PWB-B did not resolve the problem.

Solution

CAUSE: Incorrect firmware installed in the machine.

SOLUTION: Verify that the current firmware is installed in the copier. Please see Bulletin 2617d for further details.

Solution ID TAUS0633615EN00 **Solution Usage** 0

Description

Blank copies and intermittent C1330 service codes when making copies off the glass, copies made from the print controller come out properly.

Solution

CAUSE: Poor connection on PWB-J, electrical noise.

SOLUTION: Re-seat the connectors on the PWB-J board. Also on this board is a CPU reset switch S4. Press this button to reset PWB-J. Problems like this can also be created by electreical noise, so check your wall voltage and interlock switches.

Solution ID TAUS0633745EN00 **Solution Usage** 0

Description

When printing to a Di620 from the Pi6200, with some files including multiple pages, some including single pages, The multi page files go to the lower tray of the finisher while the single page files go to the upper tray.

Solution

SOLUTION: There is no way to send all jobs to the upper (non-sort) tray, due to mechanical contstraints. For example, if you're using the FN-3 and your job is stapled or folded, it cannot come out on the top tray, as that is not possible with the paper path used by the stapling mechanism. However, all jobs can be forced to the lower tray with a User's Choice setting that is available when running the current firmware in the copier. On tab 6, press "Priority Offset Tray" and select "Bottom Tray." Please refer to Bulletin 2617d for the current firmware for the Di520/620

Solution ID TAUS0633803EN00 **Solution Usage** 0

Description

An M5 code is displayed. After completing PM, the code did not clear.

Solution

The M5 code is related to the drum. To clear the code, please clear drum counters 1, 2, and 3.

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Solution ID TAUS0633826EN00 **Solution Usage** 0

Description
Gray/fuzzy background on copies.

Solution
PROBABLE CAUSES:
1. PM is due. Consider replacing starter, drum, cleaning drum grounds, and installing different developer.

2. Counters were not cleared. Check that your developer and drum counters had been cleared.

3. No ATDC set value was entered. Make sure that a value for ATDC was set in the adjust mode (see page S-52 of the Service Manual). A value must be entered after running the F8.

4. No pre-drive. Also make sure that pre-drive is working, checking that the rear cover interlock (photo type) and the front door (magnet type) are functioning. (The I/O check mode can be used to do this.) Please see page T-3 in the trouble shooting manual for additional information. The Pre-Drive front and Rear are located under "Sensors 5" in the I/O check list.

Solution ID TAUS0633948EN00 **Solution Usage** 0

Description
C-1468 and/or C-1469.

Solution
CAUSE: Failed PWB-IB and/or it's EEPROM is corrupt.

SOLUTION: Before replacing the board, check the ribbon cable that connects PWB-IB and PWB-IA. Re-seat all connectors. Please refer to page T-76 of the Service Manual. If the problem remains after verifying connections, replace the PWB-IB and/or EEPROM.
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Solution ID TAUS0634001EN00 **Solution Usage** 0

Description
*AHT OneRip contact information.

Solution
The OneRIP controller is manufactured by AHT Corporation. They can be reached at 1-310-214-8600.

They can also be contacted through the following web site:
http://www.aht.com/support/index.html" http://www.aht.com/support/index.html

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Solution ID TAUS0634067EN00 **Solution Usage** 0

Description
When print jobs are sent from the Pi-6200 or Pi-6000, the Job List light comes on momentarily and "C-1842 Controller Error" is briefly displayed. Then the job disappears.

Solution
CAUSE: Copy Track is not enabled for the copier or insufficient memory is installed.

SOLUTION: Please check to see whether Copy Track is turned on for the printer. If Copy Track is enabled for the printer and a print job is received without a valid Account Number, the job will be processed by the controller but rejected by the copier. The copier will delete the print job and briefly display the C-1842 error code. To verify that this is the cause, turn off Copy Track for the printer and send a print job to the machine.
If Copy Track is not enabled, lost print jobs can also be caused by insufficient memory. Please refer to Bulletin 3105 for further details.

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Solution ID TAUS0634256EN00 **Solution Usage** 0

Description
Part number of the clutch in the punch unit of the FN-3.

Solution
The clutch for the FN-3 punch unit is part number 4470-7801-01.

Note: This clutch is not the same as the ones used in other finishers for the Di620/Di520.

Solution ID TAUS0634636EN00 **Solution Usage** 0

Description
C0110 error code is displayed and cannot be cleared. The transfer corona unit has been replaced and did not resolve the problem.

Solution
SOLUTION:
1) Use the I/O Check screen to see if PC17 is operational. If not, check the PC17 actuator for operation and, if it is okay, change PC17.
2) Does the cleaner holder move smoothly when the screw shaft is turned manually? If not, check for burrs on the housing, or a deformed screw, and M8 gear.
3) Check M8 for operation. Does the voltage across PJ3A-13A on PWB-A and GND remain DC5V for approx. 1 sec. when the Power Switch is turned ON and then change to DC0V? If yes, change PWB-P or M8. If not, change PWB-A.

Please see page T-49 of the Troubleshooting Manual for additional details.

Solution ID TAUS0634937EN00 **Solution Usage** 0

Description
FN5, finisher stapler part number.

Solution
FN5 stapler parts are the same as those in the FN3. Please see bulletins 2676 and 2697 .
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Solution ID TAUS0635010EN00 **Solution Usage** 0

Description
After clearing a malfuntion code of C-1330, a C-1840 print controller error is indicated on the control panel. After shutting down the copier and the print controller, it now prints normally from the workstation.

Solution
CAUSE: The C-1840 is a side effect of the engine code (for example, C-1330). When the printer reports a fatal error it shuts down communication with the controller. The Pi6000 does not know what has happened, so it reports a communication error, C-1840, which cannot be displayed until the original problem has been corrected.

SOLUTION: Once the cause of the original code (such as C-1330) has been resolved, the C-1840 can be reset and no further action will be needed.

Solution ID TAUS0635031EN00 **Solution Usage** 0

Description
When the comes out of sleep mode the controller is locking up.

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Solution
CAUSE: This is normal operation.

SOLUTION: The controller should be booted after the copier is turned on. If the controller locks up after the copier recovers from sleep mode the controller will need to be restarted.

Solution ID TAUS0635173EN00 **Solution Usage** 0

Description
How to upgrade PCMCIA flash cards to a higher flash ROM version.

Solution
To re-write a flash card with a new version of flash ROM data a PCMCIA card slot and the appropriate software are needed.
Note: One program commonly used for this purpose is Elan Memory Card Explorer.

Solution ID TAUS0635599EN00 **Solution Usage** 0

Description
Item numbers for Parts or Service Manuals.

Solution
Please refer to this publications list .

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
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Solution ID TAUS0635788EN00 **Solution Usage** 0

Description
Unpacking/Set-Up instructions for the Di520 accelerator board.

Solution
Please refer to the Unpacking/Setting-Up instructions for setup of the Di520 accelerator kit. Also see bulletin 2617d for the correct firmware when this board is installed.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0635790EN00 **Solution Usage** 0

Description
The Pi6200 controller does not complete its print jobs some of the time. When this happens the LCD indicates that it is printing but it does nothing.

Solution
CAUSE: Controller installed on a non-accelerated machine.

SOLUTION: Please make sure that the copier has an acclerated PWB-B installed. The Pi6200 print controller is not supported on a non-accelerated copier. Please see Bulletin 2617a
for information on Pi6200 controller compatibility and check Bulletin 2617d for current firmware.

Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0635862EN00 **Solution Usage** 0

Description
When entering Users Choice, only four screens are displayed instead of six.

Solution
CAUSE: When Copy Track is enabled for the copier, users are limited to the first four screens in the User's Choice mode. However, the administrator can still see and use all six screens.

SOLUTION: To gain access to all six, the administrator should follow these steps:
1. Press the utility key.
2. Press Users Choice.
3. Enter Administrator's #

When Copy Track is enabled for printing from a controller, all six screens are still visible if Copy Track is not enabled for walk-up copier use.

Solution ID TAUS0635939EN00 **Solution Usage** 0

Description
The Di520/Di620 displays C-1144 when attempting to print data from the Copy Track software application.

Solution
This was caused by a firmware bug, described in bulletin 2617a. Please upgrade the firmware in the copier to the versions shown in bulletin 2617d.

Link
Link

Solution ID TAUS0636089EN00 **Solution Usage** 0

Description
C-13F4 service code is displayed. The error will not reset. After replacing the printhead and PWB-J the issue persists.

Solution
CAUSE:
C-13F4 indicates that the optical system is out of adjustment. On the registration (CD) setting in the Adjust Mode, the total value of the settings made for one of the available paper sources, duplex, and 600 DPI cannot exceed 10.

SOLUTION:
Enter the service mode by pressing S26 on the Tech Rep Setting Switches Board. See page S-8 in the service manual for information on this service switch.

Please see page T-34 in the service manual for additional information about this service code. Also please see page D-91 in the service manual for information on adjusting the Registration (CD).

If the adjustments do not resolve the problem, it is possible that the print head needs to be replaced.

Solution ID TAUS0636499EN00 **Solution Usage** 0

Description
Part number for the Di520 PM kit.

Solution
Preventive Maintenance items are not available as a kit. Please refer to the Di620 Maintenance Schedule for recommended PM intervals and part numbers.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0636515EN00 **Solution Usage** 0

Description
The machine is dumping (spewing) developer from the center of the developer unit shortly after completing a developer change. Almost all of the developer dumped out of the developer unit while running the F8 adjustment.

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Solution
CAUSE: Even a small amount of developer in stuck to the underside of the developer unit will cause the developer to purge.

SOLUTION: Check that developer is not stuck to the underside of the developer unit. Also make sure that the housing on the Di620 developer unit is properly placed. If incorrectly positioned, the developer could also spill. Please click here for additional information.

Solution ID TAUS0636849EN00 **Solution Usage** 0

Description
Part number for the metal bracket and pin to connect the FN-102 to the copier.

Solution
SOLUTION: Please refer to Bulletin 2870 , for further details.

Solution ID TAUS0637793EN00 **Solution Usage** 0

Description
When the print button is pressed, the scanner scans the 8.5x11 original, but the scanner returns slowly. The machine is runnig slowly because of this.

Solution
CAUSE: Worn or damaged scanner rail pads.

SOLUTION: Please check the pads on the scanner rails. If they are discolored or dried out they should be replaced.

Solution ID TAUS0638398EN00 **Solution Usage** 0

Description
C1248 and the code clears when the front door is opened and shut, but returns when making copies.

Solution
CAUSE: A failed PWB-B (Memory Board).

SOLUTION: Before replacing the board, check the connections on PWB-B. If there is any optional memory or the HDD is added, try removing the optional memory or hard drive and check if the code returns. If the problem is resolved by the removal of any optional memory or hard drive that component should be replaced.
Notes:
1. Removing the memory or hard disk drive requires a DIPswitch on the PWB-B to be changed. Please refer to the SWITCHES ON PWBs, TECH. REP. SETTINGS section of the Field Service Manual for details.
2. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0638731EN00 **Solution Usage** 0

Description
Correct part number for the adjustment jig used for the scanner position adjustment in the Di520.

Solution
The part number was changed to 1155-7902-02 (in [[bulletin 2376|URL http://techweb.konicabt.com/tpm/media/2376.pdf]]). The jig set screws (part number 1022-7807-01) are also required.
Please also see [[bulletin 2558 |URL http://techweb.konicabt.com/tpm/media/2558.pdf]]for information on performing the scanner position adjustment.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0639061EN00 **Solution Usage** 0

Description
C099C at power up.

Solution
CAUSE: A damaged ribbon cable for Tray 3.

SOLUTION: Replace PWB-H, the flat ribbon cable for Tray 3.

Solution ID TAUS0640253EN00 **Solution Usage** 0

Description
Paper jamming in finisher.

Solution
CAUSE: The guide lever in the turnaround section of the copier is cracked. The paper contacts the crack in the finisher and jams.

SOLUTION: Replace the guide lever (p/n 1075-5792-05).
Note: The part has been modified and can be identified by a black mark on the shaft of the lever.

Solution ID TAUS0640967EN00 **Solution Usage** 0

Description
Information for parts number (Elevator tray drive section).

Solution
See KOM050124 for details.
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641304EN00 **Solution Usage** 0

Description
Thermostat replacement precautions for all models using Faston Terminals.

Solution
CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details.
Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0641560EN00 **Solution Usage** 0

Description
How to clear an M1 code.

Solution
To clear an M1 code, go to Counter/Maintenance/Maintenance Set and press the Clear key.

Solution ID TAUS0642554EN00 **Solution Usage** 0

Description

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On the Di520 what is the part number for the main wire harness to fuser assembly. This is the main harness at the back of the copier that the fuser plugs into. The harness is indicated but the part number is not provided.

Solution

Wiring Harness (p/n 1155-6815-02). The part is in the [[Parts Manual section 37, item 21
URL http://techweb.konicabt.com/tpm/media/Page37_Item21.pdf]].
Notes:
1. The Parts Manual for the copier is not too clear in outlining the harnesses.
2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0643121EN00 **Solution Usage** 0

Description

How to enter the Adjust Mode.

Solution

At the main screen of the Tech Rep Mode, press [Start], then [Stop].

Solution ID TAUS0643596EN00 **Solution Usage** 0

Description

'Close section properly' message indicating that a door or the EDH is open, but there is no arrow to indicate which door needs to be checked.

Solution

CAUSE: This usually indicates that the toner collection bottle needs attention.

SOLUTION: Please check the bottle (in the back of the machine) to see if it is full or not seated correctly.
Note: Other items to check include the machine's interlock switches and the the toner box sensor.

Solution ID TAUS0644372EN00 **Solution Usage** 0

Description

How to clear a C-05xx fuser code, including C-0500, C-0510, C-0520, etc.

Solution

C-05xx (fuser) codes can be cleared by pressing the Trouble Reset switch (S-25) on the Tech Rep Settings Switches Board. Please refer to page S-8 in the Di620 Field Service Manual .
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL
http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0644481EN00 **Solution Usage** 0

Description

How to enter the service mode.

Solution

Perform the following:
1.Press the utility key.
2. Press the meter count key.
3. Press Stop, 0, 0, Stop, 0, 1 in that order.

Note: See the switches section of the Field Service Manual for further information.

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Solution ID TAUS0644709EN00 **Solution Usage** 0

Description
Paper is jamming in the FN3 after selecting folding. Metric paper indication is also displayed even though metric size paper is not configured in the copier.

Solution
Cause: Jumper PJ5 on the PWB-A of the Di520/Di620 is not in the correct position.

Solution: Set jumper PJ5 on the PWB-A of the Di520/Di620 to "ON". If this jumper is not shorted "ON" the above problem will be generated. Compare to known good PWB-A, if unsure of board's configuration.

Solution ID TAUS0644711EN00 **Solution Usage** 0

Description
When copying in duplex mode from the EDH, the image on the second side is rotated.

Solution
CAUSE: Incorrect setting.

SOLUTION: On the front panel, press Orig. - Copy, then press Margin and change the position setting to the one with the margin on top (on the right). It is not necessary to change the margin width. Click here to see what the control panel screen looks like.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0644716EN00 **Solution Usage** 0

Description
Can all print jobs be forced to the same output tray?

Solution
There is no way to send all jobs to the upper (non-sort) tray, due to mechanical contstraints. For example, with the FN-3 (or FN-5) and jobs with stapling or folding, it cannot come out on the top tray, as that is not possible with the paper path used by the stapling mechanism. However, all jobs can be forced to the lower tray with a User's Choice setting that is available when running the current firmware in the copier. On tab 6, press "Priority Offset Tray" and select "Bottom Tray."

Solution ID TAUS0644764EN00 **Solution Usage** 0

Description
The problem persists after the replacement of a board.

Solution
SOLUTION: Initialize the machine after replacing any component.

Solution ID TAUS0644824EN00 **Solution Usage** 0

Description
Why is the text and fine lines fuzzy when printing in Photo Mode.

Solution
This is normal operation when printing text using Photo Mode. Use Text Mode for images that don't require high grayscale quality.

Solution ID TAUS0645143EN00 **Solution Usage** 0

Description

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Upon install, the machine is displaying in Japanese and needs to be converted to English. The flash rom cards have been tried unsuccessfully.

Solution
CAUSE: Incorrect marketing area setting.

SOLUTION: Please verify that the Marketing Area is set to "MC." Since you can't read the display, you'll need to refer to the Service Manual, starting on page S-18. To get into the "Tech Rep Mode," press the "Utility" key. The second box from the left is "Meter Count." Press Meter Count and then Stop, 0, 0, Stop, 0, 1. In the Tech Rep Mode, the third box down on the left is "System Input." In System Input, the second box down the left is "Marketing Area." Within Marketing Area, the second box from the left is "MC." Select "MC" and back out of Tech Rep Mode.

Solution ID TAUS0645307EN00 **Solution Usage** 0

Description
The image on the second side of the copy is shifted, but the first side is fine.

Solution
CAUSE: Paper drawers out of adjustment.

SOLUTION: Perform the adjustment for the drawers, then perform the registration adjustment.

Solution ID TAUS0645432EN00 **Solution Usage** 0

Description
Intermittent C004C codes.

Solution
PROBABLE CAUSES:
1. Front door interlock switch failure.
Replace all of the 24V DC switches on the front doors.

2. M12 (ozone fan motor) failure.
Replace M12, the ozone fan motor.
Notes:
a. Please also refer to pages T-25, T-42 and T-43 of the Troubleshooting Manual for additional possible causes and solutions.
b. To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0645474EN00 **Solution Usage** 0

Description
Is a two-hole punch option available?

Solution
SOLUTION: A two-hole punch option is available. Please see Bulletin 3672 for further details.

Solution ID TAUS0645577EN00 **Solution Usage** 0

Description
Why is the start button not turning green when trying to run the Mem-Prn test in the Tech Rep mode?

Solution
The Mem-Prn test requires letter paper to be loaded lengthwise in the bypass (manual feed) tray.

Solution ID TAUS0645591EN00 **Solution Usage** 0

Description
Why am I having a problem adjusting the scanner position on the copier?

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Solution

Bulletin 2558 contains information regarding changes to the Di620 Service Manual. The Service Manual illustrates the scanner position jig 180 degrees out of position. Reposition the jig as shown on bulletin 2558 and perform the adjustment.

Solution ID TAUS0645601EN00 **Solution Usage** 0

Description

When Copy Track is set to work with 1,000 accounts only the total count data can be viewed. Can Copy Track be set up to lock out unauthorized users with 1,000 accounts?

Solution

The Copy Track function works differently for 100 accounts and 1,000 accounts. Copy Track provides usage data for up to 1,000 accounts. When it is set for up to 100 accounts it offers additional security. When Copy Track is set for 100 accounts it provides the following functions: access code security, programmable copy limit, total page count, page size count, and customizable account numbers. When Copy Track is set up for 1,000 it only provides total count data. Please see page 4-19 of the Operator's Manual (approx. 5 MB) for details.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0645607EN00 **Solution Usage** 0

Description

Folded sets have more than one crease when using the FN-3 folding finisher with the Di520. The extra crease is about 4mm to 5mm from the center fold.

Solution

Check the folding guide, part number 4470-3035-01. The folding guide is driven by a gear that is on a "D" shaped shaft. The center of this gear becomes slack and the guide may not be driven properly. Change the gear if any movement is detected. The part number for the gear is 4102-3365- 01, 20T gear.

Solution ID TAUS0645640EN00 **Solution Usage** 0

Description

When using the "lock job" feature is there a limit to the number of jobs that can be locked and, if so, how many?

Solution

There is a limit, which depends on whether the machine is set to "Printer Priority" or "Copier Priority." The number of jobs that can be held is described in Marketing Bulletin #98-06 .

Note:
1. This bulletin was written about the Di620/Di520, but also applies to the Di450, Di470, and Di550.

2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
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Solution ID TAUS0645672EN00 **Solution Usage** 0

Description

When printing a test page, or printing a document from Microsoft* Word, all the print jobs are output from the manual bypass tray of the copier/printer. Also finishing features like staple and hole punch are not printed properly.

Solution

CAUSE: System software update is required for the Pi6200.

SOLUTION: Verify that the most current system software is installed in the controller. The current version is version 1.1. The problem described usually is generated when the old system software version 1.0 is used with the version 1.11 print drivers. See Service Bulletin 2890 for additional information.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
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Solution ID TAUS0645692EN00 **Solution Usage** 0

Description
Staples and staple cartridge part numbers.

Solution
The following finishers use the same staple cartridge (MS-5C), item number 4448-121:
FN-100
FN-102
FN-500
FN-502
FN-503
FN-504
Notes:
1. This information can be found on the MyKonicaMinolta web site under "Pricing."

2. The part number for the cartridge alone is 4611-7804-01. (Please see bulletin 2872 for the FN-100, FN-102, FN-500, and FN-502. See bulletin 3247 for the FN-105.)

3. The complete stapler assembly is 4611-5601-01.

4. The part number for the staple case is 4014-1157-01. (It can be found in the parts manual for the finisher.) This part is reused and should not be discarded.

5. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
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Solution ID TAUS0645823EN00 **Solution Usage** 0

Description
Part number for the IC28 backup memory that is installed on PWB-B. IC28 is labeled "zero power RAM lithium battery."

Solution
The part number is 9367-4711-01. Please refer to bulletin 2701 for instructions.

Note:
To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]
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Solution ID TAUS0646034EN00 **Solution Usage** 0

Description
FN3, finisher stapler part number.

Solution
Please see bulletins 2676 and 2697 .
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0646107EN00 **Solution Usage** 0

Description
When using the "lock job" feature is there a limit to the number of jobs that can be locked and, if so, how many?

Solution
There is a limit, which depends on whether the machine is set to "Printer Priority" or "Copier Priority." The number of jobs that can be held is described in

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Marketing Bulletin #98-06 .

Note:
1. This bulletin was written about the Di620/Di520, but also applies to the Di450, Di470, and Di550.

2. To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* web site at:
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Solution ID TAUS0646326EN00 **Solution Usage** 0

Description
Firmware updates for the non-accelerated/accelerated Di520.

Solution
Please refer to bulletin 2379C for the current firmware for non-accelerated machines. Bulletin 2617D has the firmware for accelerated machines. Also refer to bulletin 2760 for details concerning the accelerated version of PWB-B.
Note: To view the above PDF(s), Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
[[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0646490EN00 **Solution Usage** 0

Description
The "Reserve" button is not shown on the LCD. What is required for the "Reserve" function to be available?

Solution
The "Reserve" function is only available on copiers with the optional HDD (Hard Disk Drive) installed. Check that the HDD option is set to "ON" by entering the Tech. Rep. Service Mode and selecting [Function] -- [Image Memory] -- [Opt. Mem. Check].

In addition, the "Reserve" function is not available if the Data Controller/Key-counter option is installed in the copier or enabled on the copier. To check enter the Tech Rep. Mode and then hit the [Stop] key -- [9] key to enter the security mode. Select [Key Counter] key and check that the setting is at "OFF". Please refer to page 3-72 of the Di620 User Manual for additional information regarding the "Reserve" function.

Solution ID TAUS0646607EN00 **Solution Usage** 0

Description
What is the part number for the LCD on the Di520 control panel. Does the whole control panel have to be replaced?

Solution
Control panel parts are available. Please see bulletin 2509 for details.

Link

Solution ID TAUS0646646EN00 **Solution Usage** 0

Description
What is the part number for the catch tray for this copier? A finisher is not installed.

Solution
The item number for the catch tray is 4447-121. On the Di520 and Di620 two of these trays are required. On the Di450 and Di550 only one tray is required. On the Di450 and Di550 two rubber cushions need to be removed. Do not discard these cushions, as they are required if a finisher is ever installed on that copier.

Solution ID TAUS0646674EN00 **Solution Usage** 0

Description
C1090 error message at power up.

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Solution

CAUSE: Early version firmware installed.

SOLUTION: Update the main body to current firmware. Refer to Service Bulletin 2617D

Solution ID TAUS0646804EN00 **Solution Usage** 0

Description

Does Konica Minolta provide support for Equitrac* products?

Solution

For Equitrac technical support information please visit [[http://www.metrics.com/Support/| URL http://www.metrics.com/Support/]] or contact trained Support Engineers by telephone at 519.885.2458, by fax at 519.746.7931 or via E-mail at support@metrics.com

Note: Technical Support is available Monday through Friday, 8 AM to 6 PM, EST.

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Solution ID TAUS0646979EN00 **Solution Usage** 0

Description

Following a Novell* NDPS or iPrint installation, the Windows* print driver is configured with default settings ONLY on the client workstation.

Solution

CAUSE: Novell NDPS or iPrint drivers are migrated from the Novell server to clients in a non-configured format. This is because the driver is not actually installed on the Novell server. In the Novell environment, the server simply holds, and then pushes the non-configured driver files to the client. In a Windows server environment, the Windows driver is installed on the server and can be configured prior to roll out to the clients.

SOLUTION: It is possible to roll-out configured drivers from in a Novell environment. Novell's ZenWorks* allows the Novell administrator to create a snapshot of a client workstation before and after the driver is installed and configured. This snapshot can then be migrated to the user's workstations resulting in a configured driver installation.

Using ZenWorks to migrate a configured driver will vary based on Netware version, ZenWorks version, NDPS version and Windows client version. Therefore step by step instructions to perform this operation are not available. The Novell administrator at the location would be responsible for implementing this procedure.

[[Third party print driver configuration applications| URL http://www.printerpropertiespro.com]] for Novell are also available. Please consult the vendor(s) for implementing these solutions.

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Solution ID TAUS0647462EN00 **Solution Usage** 0

Description

How to clear a C-04xx fuser code, including C-0400, C-0420, etc.

Solution

C-04xx (exposure lamp) codes can be cleared by pressing the Trouble Reset switch (S-25) on the Tech Rep Settings Switches Board. Please refer to page S-8 in the Di620 Field Service Manual .
Note: To view the above PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html]]

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Solution ID TAUS0649059EN00 **Solution Usage** 0

Description

C500 service code at power up.

Solution

CAUSE: Failed wire harness at the rear of the copier where the fuser plugs into the copier.

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SOLUTION: Replace the Harness (p/n 1155-6815-02).

Solution ID TAUS0649947EN00 **Solution Usage** 0

Description
When print jobs are sent from the controller, the Job List light comes on momentarily and then the job disappears. Copy Track for the printer is enabled on the copier.

Solution
CAUSE: Incorrect number used. If Copy Track is enabled for the printer and a print job is received without a valid Account Number (NOT Access Code), the job will be processed by the controller but rejected by the copier. The copier will delete the print job and briefly display the C-1842 error code.

SOLUTION:
Use the account number (instead of the access code) when sending print jobs.

Solution ID TAUS0651982EN00 **Solution Usage** 0

Description
M2 is indicated.

Solution
CAUSE: M2 indicates that the waste toner bottle needs to be emptied.

SOLUTION: Empty the bottle and reset M2 through the service mode in the counter tab.

Solution ID TAUS0656007EN00 **Solution Usage** 0

Description
Why does pagination change when printing any document using the Konica Minolta print driver?

Solution
Explaining pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark* is different from an Epson* which is different than an HP*, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript*. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica driver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

* Trademark ownership information

Solution ID TAUS0655991EN03 **Solution Usage**

Description

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Why does pagination change when printing any document using the Konica Minolta print driver?

Solution

Pagination differences between different manufacturers print drivers:

This situation is not uncommon in the printing world. Commonly, documents will be formatted differently when printed to printers made by different manufacturers. There are many reasons for this. Due to physical differences between printers, as well as copyright laws, different manufacturers will use different programs for their drivers. It is the driver that does the majority of the formatting for the image to be placed on the page. Different drivers will use different algorithms when imaging spacing and font metrics. Often times, this results in a slightly different look or format for a document when printed to two different printers.
There is also potential differences within the image areas of the main bodies of the two printers. The print controller takes the image area into account when laying out the image on the paper. Different image areas can determine different layouts. These factors can result in lines of text being moved on the paper. If lines are moved enough, or lie close enough to the threshold of the image area, text and page breaks that are rendered in a certain position on one printer may be rendered in a different position on another.
This scenario will occur across the board for printer manufacturers. A Lexmark is different from an Epson which is different than an HP, etc. Obviously, the output from certain printers will match up closer to some printers than others. The effect of this behavior can be reduced somewhat by printing with a common standard PDL such as PostScript. Alternatively, the customer can print with a common driver to both printers. In other words, one can print to the HP using the Konica Minoltadriver or vice versa. In this way, at least the driver-generated output would be the same going to both machines. While the output still may not be exactly the same, the effect of printing to two different printers can be lessened. There may even be different output within the same printer manufacturer (i.e., Konica IP302 print controller is good, but the IP304 print controller is not; Lexmark Optra K1220 is good, but the Optra T614 is not).
The analogy that is often used when explaining this to customers involves motor vehicles. A Ford and Dodge are essentially the same in terms of the fact that they are cars that serve as a means of transportation, just as two printers are output devices. However, while the end result of driving two different cars is essentially the same, there may be certain differences with regard to cornering and acceleration that give each car a distinct feel. This is essentially what is happening between the two printers.
It is understandable that the customer does not want to convert thousands of existing documents, but due to the vast number of different printers currently available on the market today, it is not possible to exactly emulate all printer manufacturers' algorithms. The only other option is to pick one printer model, format these documents that need a consistent look for that printer, and use only that particular printer to print these documents. If there are any further questions, please feel free to contact the National Systems Solutions Group at 1-800-825-5664.

Solution ID TAUS0656577EN02 **Solution Usage**

Description

Unable to install 32-bitdrivers on a Microsoft Windows 2003 64-bit server formigration to the 32-bit clients.

Solution

The 32-bit driver files are not recognized when attempting to load on a 64-bit system, therefore, the files must be pulled from a 32-bit system in order to add additional driver support on a 64-bit server:
1. After installing the 64-bit driver on the server, install the matching 32-bit(PCL, PostScript Visual, PostScript (Plug-in) or PostScript (Adobe) driveron one of the clients.
2. The driver files will be placed in C:\WINDOWS\inf folder on the client.
3. Share this folder on the network so that the 64-bit server has access.
4. From the server, when adding additional drivers, browse to the shared folder on the workstation
5. Select the appropriate .inf file from the shared folder on the client - the driver files will then be pulled over to the server to support other 32-bit clients when migrating the driver files.

Note: It is important to install the same type of driver on the client to match the driver installed on the server.

Solution ID TAUS0656768EN01 **Solution Usage**

Description

What Konica Minolta print drivers will come bundled with Windows Vista?

Solution

The following list of drivers were included in a recent Vista release candidate and should be representative of what is included in the final retail product. These include a large number of legacy Konica, Minolta and Konica Minolta drivers. Unless otherwise noted, the majority of the drivers are Postscript

Konica

7020/IP-421
7022/IP-422
7022/IP-423
7025/IP-421
7030/IP-421
7033/IP-402
7033/IP-411
7035/IP-421
7040/IP-402

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7040/IP-411
7045/IP-431
7050/IP-201
7050/IP-301
7050/IP-302
7055/IP-303
7055/IP-304
7060/IP-302
7060/IP-304
7065/IP-303
7065/IP-304
7075/IP-601
7085/IP-602
7130/IP-422
7130/IP-423
7135/IP-423
7145/IP-423
7150/IP-302
7150/IP-304
7155/IP-511
7165/IP-511
Force 50/IP-301
Force 50/IP-302
Force 60/IP-302
Force 60/IP-304
Force 65/IP-511
Force 75/IP-601
Force 85/IP-602
KL-3015

Konica Minolta

KM 1050
KM 350/250/200
KM 500/420
KM 7085/IP-602
KM 7145/IP-432
KM 7222/IP-424
KM 7228/IP-424
KM 7235/IP-424
KM 7255/IP-511A
KM 7272/IP-511A
KM 750/600
KM 920
KM C250
KM C351
KM C352/C300
KM C450
KM Di2010 PCL5e
KM Di2010f PCL5e
KM Di2510 PCL5e
KM Di2510f PCL5e
KM Di3010 PCL5e
KM Di3010f PCL5e
KM Di470 PCL5e
KM Di552 PCL5e
KM Pi7200E PCL5e
KM mc2450 PPD
KM mc5450 PPD
KM mc7450 PPD
Magicolor 2350
Magicolor 3300 PPD
Magicolor 7300 PPD
PagePro 9100 PPD

Minolta

Minolta Di2010 PCL5e
Minolta Di2010f PCL5e
Minolta Di2510 PCL5e
Minolta Di2510f PCL5e
Minolta Di3010 PCL5e
Minolta Di3010F PCL5e
Minolta Di3510 PCL5e

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Minolta Di3510f PCL5e
Minolta Di470 PCL5e
Minolta Di552 PCL5e
Minolta Pi1802/1502e PCL5e
Minolta Pi3500
Minolta Pi3502 PCL5e (MS)
Minolta Pi5500 (MS)
Minolta Pi5501 PCL5e (MS)
Minolta Pi6200
Minolta Pi6500e PCL5e
Minolta Pi6500 Pro PCL5e (MS)
Minolta Pi7200e PCL5e
Minolta Pi7500Ver2 PCL5e (MS)
Minolta Pi8500Pro PCL5e

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